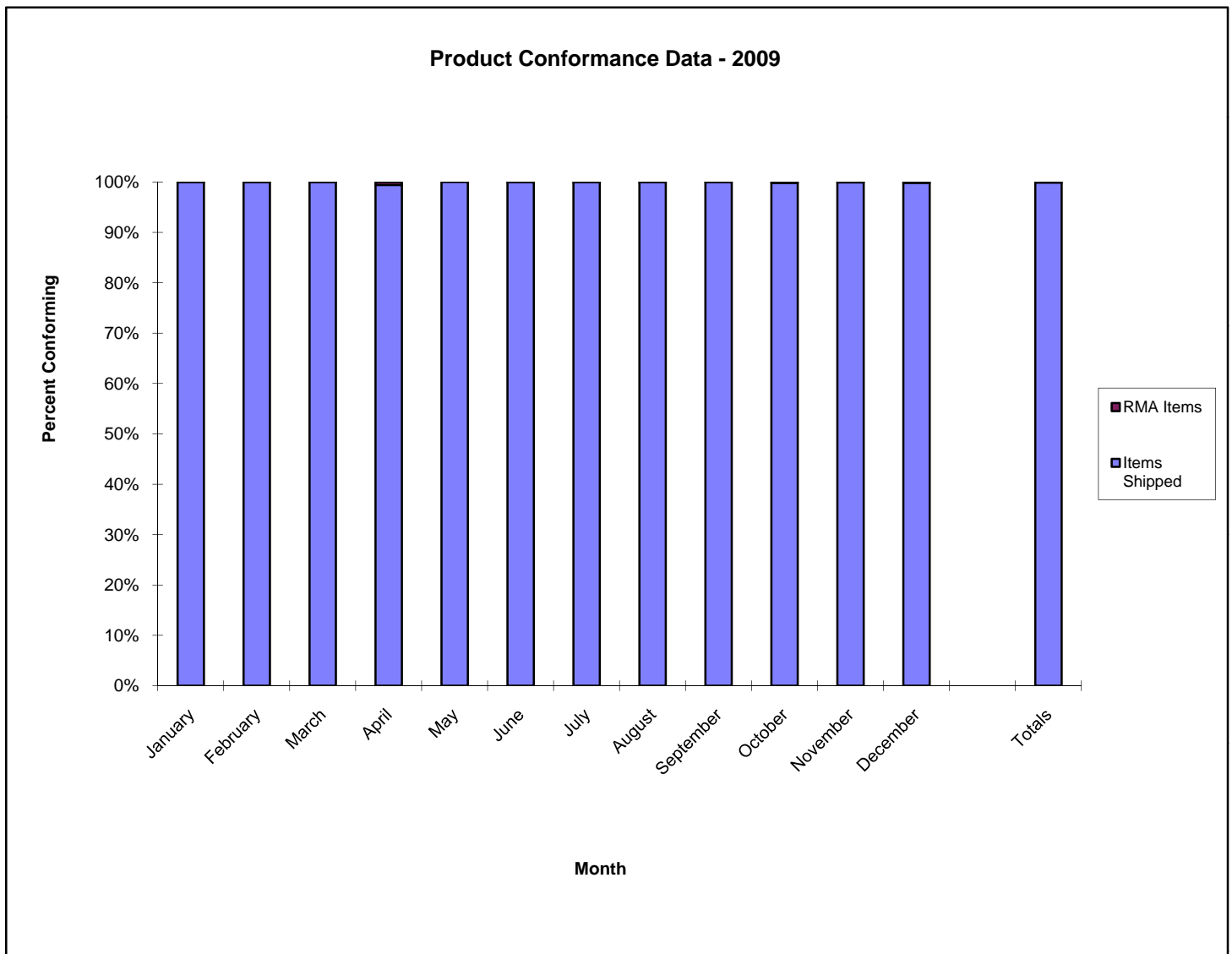


ICTC, Inc. - Quality Performance
Conformance Measurement Data - Items Shipped v RMA Items
2009

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
January	188,975	100	0.0529%	29-00001	99.9471%
February	91,349	3	0.0033%	29-00005, 6	99.9967%
March	236,439	1	0.0004%	29-00007	99.9996%
April	176,526	1,038	0.5846%	Replace labels with brand of preference (C182)	99.4154%
May	164,510	0	0.0000%		100.0000%
June	229,949	42	0.0183%	RMA7	99.9817%
July	115,730	1	0.0009%	RMATB2 - Product damaged by Customer; returned for repair	99.9991%
August	271,158	1	0.0004%	RMA16 - FA rejection	99.9996%
September	313,562	4	0.0013%	RMA19 & 20 (1 pc ea) RMA 21 (2 pcs)	99.9987%
October	261,545	500	0.1908%	RMA27, RMA28, RMA29, RMA30, RMA31, RMA33, RMA34	99.8092%
November	164,969	105	0.0636%	RMA37, RMA38	99.9364%
December	281,330	401	0.1423%	RMA39, RMA40	99.8577%
Totals	2,496,042	2,196	0.0879%	% Conformance	99.9121%



Quality Objective = 100% Product Conformance

RMA records may be consulted for workmanship/process anomalies and design issues.